



Resident Handbook

Contents

Welcome	5	2.4. Care	10
Our Philosophy	5	2.4.1. Sleeping and settling	10
Our values	5	2.4.2 Wellness Check	10
1. Getting settled	6	2.4.3. Care Consultations	10
1.1. Initial Care Consultation	6	2.4.4. Daily Living Activities	11
1.2. Your Room	6	2.4.5. Allied Health	11
1.3. Valuables	7	2.4.6. Doctors	12
1.4. Personal Assistance Items	7	2.4.7. Appointments	12
1.5. Clothing	7	2.4.8. Medication	12
1.6. Call Bell System	8	2.4.9. Third Party Service Providers	12
1.7. Your Personal Information	8	2.5. Lifestyle and Wellness	12
1.8. Pharmacy	8	2.5.1. Social Relationships – Visitors and Family	13
1.8.1. Helping manage your medication	8	2.5.2. Additional Services – Regis Club, Reserve and Classic	13
1.8.2. Regular medication reviews	8	2.5.3. Additional Services Review Process	13
2. Living with us	9	2.5.4. Lifestyle Activities	14
2.1. Our Team	9	2.5.5. Meal Time	14
2.2. Your Choices	9	2.5.6. Birthdays and Celebrations	14
2.3. Food and Beverages	9	2.5.7. Mosaic	15
2.3.1. Meal Options	10		
2.3.2. External Food	10		

2.5.8. Lounge Rooms	15	4. When you leave	23
2.5.9. Diversity	15	4.1. Return of belongings	23
2.5.10. Religious Observance	15	5. How are we doing?	23
2.5.11. Pets	16	5.1. Resident Meetings	23
2.5.12. Leave and Holidays	16	5.2. Gifts	23
2.5.13. Transport	16	We welcome your feedback	24
2.5.14. Esprit Café	16	Important contact details	25
2.5.15. Companionship	16	Regis Advice	25
2.5.16. PARO	16	Regis Head Office	25
2.5.17. Beauty and Hairdressing	17	Regis State Offices	25
2.5.18. Music Memories	17	Other Aged Care Services	25
2.6. Advocacy	17	Identifying Regis Employees	26
2.7. Mail	17		
2.8. Emergencies	18		
3. Rights and Responsibilities	18		
3.1. The Aged Care Act	18		
3.2. Charter of Aged Care Rights	19		
3.3. Responsibilities	20		
3.4. Visitors Code of Conduct	20		
3.5. Witnessing Documents	22		

Welcome

Welcome to Regis. We want you to feel at home with us.

This handbook contains helpful and important information about your new home.

Our Philosophy

At Regis we have adopted the philosophy “knowing is caring”. This philosophy is aimed at assisting us to develop a relationship with you to ensure we understand your preferences for the care and services you receive from us.

We are committed to treating you with respect by:

1. Acknowledging your right to privacy and dignity, and to exercise choice and independence.
2. Valuing your identity, culture and background.
3. Recognising your right to make your own informed decisions (wherever possible) about your life, care and services. This is often referred to as *dignity of risk*.

We set our standards high.

All our homes are fully accredited and undergo stringent assessments on a regular basis – both from external agencies and through our own internal audit processes.

Our values

Our values lie at the core of everything we do. We call this The Regis Way.

OPTIMISM:

We are enthusiastic about what we do.

PASSION:

We make a positive difference every day.

INTEGRITY:

We act in a professional and ethical manner at all times.

RESPECT:

We listen, we are polite, and treat every person with courtesy.

Our people are here to help. They'll no doubt become more familiar to you over time. Please let us know if you have any questions or if there is anything we can help you with.

Get involved as much or as little as you like. This is your home.

We hope you'll be happy living here.

1. Getting settled

Any new place can seem strange at first. When you arrive, we will show you around and discuss some of the things covered in this chapter. Our goal is to get to know you so you feel comfortable settling into your new home and to help us provide you with the care and services that you need.

While you're getting familiar with your new home, you'll see community areas and homes marked on floor plans displayed throughout the building to help you find your way around. Our team are also happy to help guide you, so please ask for their assistance.

1.1. Initial Care Consultation

When you join us we will arrange a care consultation with our nurses. If you would like a family member, friend or other representative they can also attend this consultation with you or in your place. This initial care consultation will focus on the planning and delivery of care to you, and the preparation of a care plan. This forms part of our "Knowing is Caring" philosophy, which helps us to understand what your needs are rather than just assuming that we know.

1.2. Your Room

We know it is important to have your own things to help you feel at home and we encourage you to make your room your own. Your room comes with a single bed and a lockable bedside table.

If you would like to make any changes to your room such as installing air-conditioning, a telephone, pay TV or any other electrical devices, please speak to your General Manager. We will also work with you to ensure any alternative furniture you may want to bring in is safe for everyone and suits your care requirements.

We ask you (or if appropriate your representative) to please keep your room clean and tidy and free from obstacles and hazards to help ensure your safety and the safety of our team and your visitors.

1.3. Valuables

If you want to keep items of sentimental value with you, please remember this is a communal living environment and as such, you do so at your own risk. We suggest you give valuables to relatives or friends for safe keeping, and recommend you do not keep large amounts of money or valuables in your room. We recommend that you insure any valuables as our insurance will not cover you for the loss or damage of such items.

1.4. Personal Assistance Items

Many people who live here have personal assistance items such as spectacles, hearing aids, dentures, electric wheelchairs or motorised scooters. Please let us know if you have, or would like to purchase an assistive device, so we can:

- a) advise whether or not your device can be used within the home – due to their size, some motorised scooters and electric wheelchairs cannot be used within our homes for safety reasons.;
- b) make all efforts to ensure that your devices are functional;
- c) ensure that our employees are educated on their care and use.

We ask that you ensure these items are clearly labelled with your name and recommend that you insure personal assistance items as our insurance will not cover you for the loss or damage of these items.

1.5. Clothing

We provide laundry and housekeeping services to support you as you live with us. Our laundry service is not suitable for clothing that requires a delicate or hand wash or other special handling. As such, you may prefer to have a family member or friend care for delicate laundry on your behalf. We can organise access to dry cleaning services for you, however please be aware that you will be responsible for the cost of this service.

All personal items of clothing must be clearly labelled when you arrive at Regis. Please speak to your General Manager if you would like us to label any new clothes, and they will be able to advise you of the cost of this service.

1.6. Call Bell System

A 24-hour emergency call bell system is available in your bedroom, en suite and living areas. We will show you how to use this system when you arrive at the home.

1.7. Your Personal Information

Your privacy is protected by law and under our Privacy Policy. Our Privacy Policy can be found on our Regis website: www.regis.com.au or you can ask your General Manager for a copy. The Privacy Policy covers the type of personal information we will collect and the circumstances in which we will use and disclose that information. Please let us know if you would like to access your personal information, see our Privacy Policy or have any questions.

1.8. Pharmacy

1.8.1. Helping manage your medication

We take our responsibility to safely manage any medication you have seriously. To this end, Regis partners with a number of reputable pharmacies to ensure a high quality and standard of care. These relationships ensure our residents have access to safe, appropriately packaged medication when they need it, even at short notice and outside of business hours.

1.8.2. Regular medication reviews

For your ongoing health and safety, we adhere to the Pharmaceutical Society of Australia guidelines recommendation that regular medication reviews are carried out by an accredited pharmacist. When reviews are carried out, information regarding your medical history and medications will be provided to the pharmacist. If they identify an improvement that may be made, they will communicate with your doctor who will then consult with you.

2. Living with us

2.1. Our Team

We have a team to support you. You can identify their name by their badge and position by their uniform. See *Identifying Regis Employees* on page 26

2.2. Your Choices

This is your home and we will provide the clinical care you need, comfortable accommodation, nutritious and tasty food and a range of lifestyle and other activities.

You will find that we offer considerable choice within the home, but in offering our services, some are by necessity offered in a way that is generally acceptable to and preferred by the overall resident population. This includes meal times and lifestyle activities.

We will, however, do our best to accommodate your preferences where possible. This includes respecting your right to assume risk where you choose.

If you do make a choice that we consider exposes you to significant risk, we will discuss this with you to make sure that you understand the risks involved and to explore ways to reduce the risk. If you want to do something that exposes others to risk, it will not be possible to accommodate your choice.

2.3. Food and Beverages

Regis has a seasonal menu approved by dieticians and designed to meet resident preferences and nutritional requirements. The range includes a mix of traditional and contemporary dishes, fruit and non-alcoholic beverages across all meal periods – breakfast, morning and afternoon tea, lunch, dinner and supper.

We have a significant focus on homemade food and test each menu item. Our menu is reviewed throughout the year and altered to ensure it incorporates seasonal elements and addresses common resident and employee feedback.

Meals are served each day at times generally acceptable to residents and employees as a whole. A copy of the menu and meal times will be provided to you by your General Manager. If you would like meals outside of set mealtimes, please let us know and we can arrange snacks and sandwiches for you.

2.3.1. Meal Options

You have a choice of where you eat (in your room or in the dining room) and the portion size of your meal. We will also work with you:

- and/or your speech pathologist (if appropriate) in relation to meal texture/consistency; and
- to accommodate special dietary requirements, having regard to either medical need or religious or cultural observance.

2.3.2. External Food

We understand that from time to time you may wish to bring food in from outside of Regis. We ask that where you bring food into Regis, you record this food in the 'Food Register' which is kept in each reception area. Whilst we support your choice to bring food in from outside of Regis, please be aware that this food is consumed at your own risk and that Regis takes no responsibility for its safety.

2.4. Care

We will work with you to deliver the care and services you want to receive. So that we can best do this, we will have discussions with you and/or your representative (if appropriate) to understand your needs and preferences.

2.4.1. Sleeping and settling

We will work with you to determine your preferred bed time and the things you need to help you settle into bed. We understand that this may change from time to time and we will continue to work with you to understand your needs.

2.4.2 Wellness Check

We recognise that your care goals, needs and preferences may change. To support your choices and preferences, each month our nurses will sit with you (and/or your representative if appropriate) and review your overall health status, review care goals and other things that are important to you. This is called our Wellness Check and supports our philosophy of 'Knowing is Caring'.

2.4.3. Care Consultations

Following your initial care consultation, we will conduct regular care consultations to update your care plan as your needs and preferences change.

Care consultations will involve our nursing employees working with you and/or your representative (where appropriate), your doctor and any other medical or allied health personnel to ensure that you receive the care and support you need.

If you like your person of authority to receive a copy of your care plan, please notify the General Manager or have them complete a third party request for our National Quality Assurance Manager to review.

2.4.4. Daily Living Activities

We will work with you to identify and accommodate (as much as possible) your preferences for timing and method of showering, bathing and personal hygiene activities such as teeth cleaning.

During your daily living activities, where a mobility aid has been recommended by in-house physiotherapists, we will use these to support your physical needs.

If you require a continence aid, Regis will provide you with our preferred brand. However, if you would prefer to have a friend or family member bring you in an alternative brand at your own cost, please feel free to do so.

2.4.5. Allied Health

We will work with you to identify services that you would like to use to help you attain a level of independence. These services might include physiotherapy, podiatry, speech pathology or occupational therapy. Where a health professional assesses you as requiring one of these services to attain a level of independence, such costs may be covered by Regis.

Please let us know if you would like to arrange:

- An appointment to see a dentist, optometrist, audiologist, complementary therapist or similar services.
- Intensive, long-term rehabilitation services following serious illness, injury, surgery or trauma.

Regis has a number of existing relationships with allied health professionals. Please let us know if you would prefer to use an alternative allied health practitioner.

Please note that not all allied health service costs are included in your aged care fees. Your General or Clinical Care Manager will be able to advise which services will incur additional costs.

2.4.6. Doctors

Regis partners with a number of doctors who perform visits to our Regis homes and who will visit residents at regular intervals. It is your choice whether you use one of our partner doctors or continue with the services of your local doctor. If you choose to continue seeing your current doctor, we recommend you confirm they are willing to make home visits if required.

2.4.7. Appointments

Please let us know if you require any assistance to arrange or attend external medical appointments. Please note that external appointments are at your own cost.

2.4.8. Medication

2.4.8.1. On Admission

To assist us to understand what medication you are taking, please provide all medications to the person in charge on admission. This includes any drops, vitamins and creams.

2.4.8.2. Medication Administration

All tablets, mixtures, injections or treatments will be administered by an authorised person after confirmation by the treating medical practitioner.

We support residents to make choices about medication administration. However, we ask that if you wish to self-administer medication, you are authorised to do so, and subject to regular review by a medical practitioner.

2.4.9. Third Party Service Providers

Sometimes you may want a little extra attention and decide to engage a third party service provider such as a carer, companion, or hairdresser to come into the home to provide services over and above what we provide.

Before arranging such services, we ask that you please speak with your General Manager so they can ensure the third party is appropriately authorised to access your home.

2.5. Lifestyle and Wellness

We understand that for most people lifestyle and wellness are essential components of a happy life. In this context, we are committed to working with you to help you stay connected with the people and activities you love.

2.5.1. Social Relationships – Visitors and Family

Your friends and relatives are encouraged to visit.

We ask that visitors:

- Sign in and out of the visitor's book.
- Respect that your home is a communal living environment and the need to be respectful of the privacy and dignity of your fellow residents.
- Comply with Regis' Visitors Code of Conduct as a condition of entry to the home.

2.5.2. Additional Services – Regis Club, Reserve and Classic

Some Regis homes offer the following additional services packages:

- Regis Club
- Regis Reserve
- Regis Classic

Please refer to your Residential Care and Accommodation agreement to confirm whether you have agreed to receive an additional services package.

2.5.3. Additional Services Review Process

Consistent with our “knowing is caring” philosophy, Regis has adopted an additional services review process. This process is aimed at better understanding your individual care needs to ensure that you are able to benefit from your additional services package. Under the review process, your Clinical Team will review your ability to access or use the services in your package on a quarterly basis. If you are clinically unable to access or use a service we will seek your agreement to either:

1. substitute another service (if applicable) for the service that you are unable to access or use; or
2. apply a fee reduction (if applicable) to the daily cost of your package, backdated to the date on which you were unable to access or use the service.

In addition, if at any time you feel that you are no longer able to access or use a service in your package, you or your representative can request a review.

If you disagree with the outcome of the review process, you can request that your General Manager review the initial assessment in the review process. If you remain dissatisfied with the assessment, a member of Regis' National Quality and Compliance team will conduct a further review.

Any substitution of services will be agreed with you (and/or your representative if appropriate) and confirmed in writing.

2.5.4. Lifestyle Activities

Our Lifestyle team will work with you to tailor an activities schedule to your needs and preferences. Our activities are conducted in large and small groups or one on one (where there is an assessed need). They include, but are not limited to, exercise groups, craft, entertainers, music sessions, outings, men's club, card games and celebratory special event days. Where there is a group activity, the activity is scheduled at a time that suits the resident population as a whole.

Our lifestyle program (known as 'PIEC&S – Connecting Life') integrates a wide range of lifestyle and recreational activities into a personalised, holistic program. We value your feedback on any additional activities which would be of interest to you.

2.5.5. Meal Time

Meal times can be social events if you would like them to be. By prior arrangement, your family and friends are welcome to purchase a meal and eat with you either in the dining room or in your room. Meal times are displayed on the noticeboard.

2.5.6. Birthdays and Celebrations

Please let us know if we can assist you in organising celebrations of special events with your friends and family.

2.5.7. Mosaic

Mosaic is our unique, innovative visual identification system which enhances our ability to provide the right care for you.

Consistent with our “Knowing is Caring” philosophy Mosaic allows our employees to understand, at a glance, your care requirements while also maintaining your privacy. The system complements (but does not replace) care plans.

By speaking to an employee, you can update the interests and hobbies on your profile at any time.

2.5.8. Lounge Rooms

For your comfort and relaxation, your home has common lounge rooms furnished with lounge chairs, a television, video recorder/DVD player and a radio/CD player.

2.5.9. Diversity

Regis recognises that our residents come from a wide range of ages, backgrounds, ethnicities, religions, sexual orientation and gender. We celebrate the diversity of our residents and endeavour to offer an inclusive living environment which caters to all beliefs and preferences. Regis has a zero tolerance policy for discrimination on the basis of age, gender, ethnicity, religious belief or sexuality. We pride ourselves on our inclusiveness and ensuring all residents feel welcome and safe at Regis.

2.5.10. Religious Observance

Representatives from most major religions visit our homes. A schedule of visits is displayed in the common areas. It is your choice to attend any services provided by visiting clergy. Private visits can also be arranged in consultation with your General Manager.

2.5.11. Pets

We acknowledge the importance pets might play in your life. For this reason, some Regis homes have small common house pets who live at the home. We also welcome visits from your own pets or those owned by friends and family. However, to ensure the safety of your fellow residents and our employees, we ask that you speak to your General Manager prior to any pet entering the home as some rules apply.

2.5.12. Leave and Holidays

You can take holidays or leave from the home. We ask you to let employees know and sign the resident leave book at reception when you are going to be leaving so we can account for you in the case of an emergency.

Your Residential Care and Accommodation agreement sets out the fees payable whilst you are on leave.

2.5.13. Transport

Our Office Manager can help with public transport timetables and taxi services. To ensure your safety and theirs, our team are not permitted to use their own vehicles to transport any resident for any reason.

2.5.14. Esprit Café

Regis offers Esprit Cafe at no additional cost. This program helps residents, their family, friends and the local community deal with major life moments. Run by qualified social workers, it is an open forum to discuss topics that are meaningful to attendees.

2.5.15. Companionship

At Regis, we understand the importance of support and companionship for residents and are pleased to be able to offer a 'Resident Companion Service' (additional cost applies). The Resident Companion Service:

- supports residents' identity, culture and diversity by enabling residents to engage with activities either inside or outside of the home; and
- offers residents an extra level of support.

2.5.16. PARO

PARO is a therapeutic robot baby harp seal that has been shown to have a calming effect and elicit emotional responses similar to animal-assisted therapy except using robots. Regis has a PARO program in each of its homes.

2.5.17. Beauty and Hairdressing

A hairdresser visits the home regularly - please check the notice-board for times. You can book an appointment through either the Lifestyle or Office Manager. The hairdresser or beautician will invoice us for the cost of any service provided to you and we will include this charge with your monthly fees and charges when applicable.

Regis Club and Regis Reserve residents should refer to their Residential Care and Accommodation agreement to determine whether additional costs apply to hairdressing and beauty services.

2.5.18. Music Memories

Music Memories is an individualised meaningful activity for you. The elements of music – rhythm, melody, etc. – are echoed in our physiology, functioning and being. The program allows you to connect with a past or present interest in music. The music list is customised to what you like and it can be culturally, religious and spiritually specific.

2.6. Advocacy

You can ask someone to act as your advocate at any time. This advocate might be able to assist you with a range of issues including:

- Assisting you to enter your new home.
- Discussing any issues regarding the service delivery with members of the Regis team.
- Representing you in relation to any concerns you may have.

Older Persons Advocacy Network (OPAN) can be contacted on 1800 700 600 8am-8pm Monday to Friday.

2.7. Mail

Incoming mail is distributed daily and our team can help you if you require assistance reading or answering your mail.

Outgoing mail may be deposited in the post box at Administration (if available), or left with our front office team for daily posting.

3. Rights and Responsibilities

2.8. Emergencies

We take your safety seriously. The home is equipped with fire safety equipment. The system has an automatic connection with local Fire Services.

Diagrams of all exits and firefighting equipment locations are available throughout the home and a copy of our Emergency Manual is located at reception. You will also be provided with information via the Residents' meetings regarding safety matters including what to do in the event of an emergency.

All employees attend regular fire safety training to enable them to assist you in emergency fire conditions. In the case of a fire alarm sounding, or other emergency, please do not panic, remain where you are if safe to do so, and wait for further direction from a team member.

We ask you to show patience and tolerance should an emergency occur and be guided by our team during these incidents.

3.1. The Aged Care Act

All aged care homes need to meet strict requirements and must have government approval before they can provide care.

The *Aged Care Act 1997 (the Act)* and the *Quality of Care Principles 2014* governs the:

- Fees and charges you pay; and
- The care and services we must provide to you, and the quality of those services.

The Act also requires us to:

- Offer to enter into a Residential Care and Accommodation Agreement with you; and
- Ensure you understand the Charter of Aged Care Rights, and offer you the opportunity to sign the Charter.

3.2. Charter of Aged Care Rights

The Charter of Aged Care Rights is set out below and details your rights as a resident.

I have the right to:

- 1. safe and high quality care and services*
- 2. be treated with dignity and respect*
- 3. have my identity, culture and diversity valued and supported*
- 4. live without abuse and neglect*
- 5. be informed about my care and services in a way I understand*
- 6. access all information about myself, including information about my rights, care and services*
- 7. have control over, and make choices about, my care, personal and social life, including where choices involve personal risk*
- 8. have control over, and to make decisions about, the personal aspects of my daily life, financial affairs and possessions*
- 9. my independence*
- 10. be listened to and understood*
- 11. have a person of my choice, including an aged care advocate, support me or speak on my behalf*
- 12. complain free from reprisal, and to have my complaints dealt with fairly and promptly*
- 13. personal privacy and to have my personal information protected*
- 14. exercise my rights without it adversely affecting the way I am treated*

3.3. Responsibilities

We are committed to working with you to ensure that you receive the care and services you require and to providing choice where possible. However, in doing so, we also ask you to agree to the following responsibilities:

- To respect the rights and needs of other people within the home, and to respect the needs of the community as a whole, including:
 - Ensuring that your consumption of alcohol does not impinge upon the rights or wellbeing of other residents, employees or visitors;
 - Ensuring that you are dressed in an appropriate manner when in the communal areas of the home;
 - Ensuring you comply with the smoking policies that apply to your home, including not smoking in any smoke free homes;
 - Respecting the right of our team to work in an environment free from harassment;
- Placing others at risk including by the choices you make;
- Caring for your own health and wellbeing, as far as you are capable;
- Informing your medical practitioner as far as you are able, about your relevant medical history and current state of health.

3.4. Visitors Code of Conduct

This Regis aged care home is our residents' home and our employee's workplace. Our residents and employees are entitled to feel safe here.

We are committed to ensuring the safety, security and wellbeing of employees, residents and visitors at all Regis homes.

Regis' Visitor Code of Conduct has been developed to protect the interests of all residents, employees and visitors at Regis. It is a condition of entry to all Regis homes that visitors comply with the Visitor Code of Conduct.

1. Treat Regis employees in a respectful way at all times:

- a) Ensure that Regis employees work in an environment which is free from harassment or intimidation by:
 - (i) communicating with employees in a courteous and respectful manner at all times;
 - (ii) allowing employees to do their jobs without obstruction or interference; and
 - (iii) understanding that employees may at times have to manage competing demands of Regis residents.
- b) Ensure Regis employees are not prevented from providing the best care and clinical outcomes for all Regis residents.

2. Act in a manner appropriate to the Regis residential care community as a whole:

- a) Be respectful of the diverse range of cultural and ethnic backgrounds which make up the Regis residential care community.
- b) Respect the individual interests, customs and beliefs of Regis residents and employees.
- c) Be respectful and tolerant of other visitors at the Regis home.

- d) Respect the privacy and dignity of all residents and employees.

Please note: Do not take photographic or video footage of residents or employees without first obtaining their consent to do so.

- e) Do not unduly raise your voice and keep noise levels low.
- f) Do not use swear words or offensive language.

Please note: The use of abusive or derogatory language or any form of aggressive behaviour towards Regis employees or residents will not be tolerated.

3. Ensure that you comply with all safety requirements and act in a way that respects and preserves the safety of all residents, employees and other visitors.

- a) It is a condition of entry that all visitors sign the Visitors Book, located at reception, on entry and departure from the home. This is a legal and safety requirement.
- b) No smoking is permitted at or on the Regis home grounds. This includes the car park. If you wish to smoke, please do so outside of the boundary of Regis' property.

- c) Do not enter the home under the influence of drugs or alcohol.
- d) Do not bring alcohol or drugs into the home.

Please note: Any visitor adversely affected by alcohol or drugs will immediately be asked leave.

- e) If you are, or have recently been, unwell, please contact the home before visiting to ensure that you are not risking the health of your loved one or other residents by visiting the home.
- f) Children must be supervised by an adult at all times.

4. Treat the Regis home respectfully at all times:

- a) Be careful with Regis home property.
- b) Ensure you act in a way which does not damage home property in any way.

Please note: Wilful property damage and theft will not be tolerated at Regis homes.

5. Consequences of breaching Regis Visitor Code of Conduct

- a) Regis' homes are private property and the homes of our residents.
- b) Please be aware that visitors who breach the Regis Visitor Code of Conduct may:
 - (i) be asked to immediately leave the home or be assisted to leave the home by police if required;
 - (ii) if required in Regis' discretion, be reported to the police; and/or
 - (iii) in Regis' discretion, have restrictions imposed on any future visitation at the home, including exclusion from visiting the home.

3.5. Witnessing Documents

Our team is here to assist you with your care. However, it is Regis' Policy that our team are not permitted to assist with residents' financial or legal affairs, including witnessing personal documentation. We can assist you to obtain this assistance externally if required.

4. When you leave

4.1. Return of belongings

Due to limited storage capacity, we are unable to store personal items once you depart from Regis. Personal items may be held in your room for up to 48 hours following departure.

5. How are we doing?

5.1. Resident Meetings

Everyone deserves to have their say.

Resident meetings are held regularly in the home to discuss general service issues. Your contribution is important. You, your family and friends are encouraged to attend and participate. The meetings are minuted and copies of the minutes are made available.

5.2. Gifts

We understand you may want to thank and reward our team for their care and support. However, it is our policy that our team cannot accept money or gifts from residents or their families. If you wish to acknowledge the efforts of a team member in a special way, please contact your General Manager.

We welcome your feedback

We always encourage our residents, their families and friends, or any visitors to leave feedback – both compliments when we are doing well and feedback on the areas where we can improve.

These are the ways you can provide your feedback.



PROVIDING VERBAL FEEDBACK

You are most welcome to leave feedback with any one of our employees..

We encourage you to speak with your General Manager or Clinical Care Manager so we can manage your feedback appropriately.

THROUGH OUR FEEDBACK FORMS



If you prefer to provide feedback in writing, feedback forms are available in every Regis home.

You can leave your name or provide feedback anonymously. If you do leave your name, please indicate if you'd like a response.



VIA REGIS ADVICE (ON 1300 998 100)

If you don't feel comfortable speaking with the employees in your home, you can call or email our Regis Advice Team.

The team works 8am – 8pm Monday to Friday and 10am – 4pm on Saturdays/Sundays (AEST). You can leave your name or provide anonymous feedback, whichever you're most comfortable with.

VIA SHARELINE (ON 1300 987 621)



If you feel there are things we should know but are more comfortable telling someone else, please use Shareline. They are an external group who are able to pass your feedback onto us.

You can contact Shareline by telephone, email or online. They will ensure your feedback is kept anonymous if you wish.



THE AGED CARE QUALITY AND SAFETY COMMISSION

You can contact the Aged Care Quality and Safety Commission at **1800 951 822** if you wish to make a complaint about your experience with Regis or the experience of your family or friend.

ADVOCACY SERVICES



Older Persons Advocacy Network (OPAN) offer free and independent services that focus on supporting older people and their representatives to raise and address issues relating to accessing Commonwealth funded aged care services. To find out more about advocacy services and how to access them, visit the OPAN website, or call **1800 700 600**.



NDIS Quality and Safeguards Commission

Regis has now become a National Disability Insurance Scheme (NDIS) provider and for residents that are NDIS participants you have the right to raise concerns directly with the NDIS Complaints Commission.

If you have a concern about your current NDIS supports and services you can contact the NDIS Commission at **1800 035 544**. This is separate and independent to the ACQSC.

SEND IT TO US IN WRITING



You can send a letter to our head office, addressed to Service Manager

C/- 615 Dandenong Rd, Armadale VIC 3143

Please include the name of the home or service the feedback relates to so we can respond appropriately.

We will respond as quickly as we can. Please indicate if you do not wish us to reply.

Important contact details

Regis Advice

☎ 1300 998 100

✉ advice@regis.com.au

Regis Head Office

☎ 03 8573 0444

🌐 www.regis.com.au

Regis State Offices

**New South Wales, Northern Territory
and Queensland**

☎ 07 3869 6000

Victoria and Tasmania

☎ 03 8573 0444

**Western Australian and South
Australia**

☎ 08 9433 9300

Other Aged Care Services

My Aged Care

☎ 1800 200 422

🌐 www.myagedcare.gov.au

Department of Health

☎ 1800 020 103

**Aged Care Quality and Safety
Commission**

☎ 1800 951 822

✉ info@agedcarequality.gov.au

**Older Persons Advocacy Network
(OPAN)**

☎ 1800 700 600

8am-8pm Monday to Friday.

**NDIS Quality and Safeguards
Commission**

☎ 1800 035 544

9:00am to 4:30pm in the NT















9:00am to 5:00pm in the

ACT, NSW, QLD, SA, TAS, VIC and WA

🌐 www.ndiscommission.gov.au

Identifying Regis Employees

SHIRT COLOUR / RESPONSIBILITY

 <p>FEMALE</p> <p>MALE</p> <p>REGIS HOME MANAGEMENT</p> <ul style="list-style-type: none"> • General Manager; • Assistant Manager <p>Colour: Blackberry</p>	 <p>FEMALE</p> <p>MALE</p> <p>CLINICAL MANAGEMENT</p> <p>Colour: Violet and white stripe</p>	 <p>FEMALE</p> <p>MALE</p> <p>CLUB SERVICES MANAGER/ADMISSIONS</p> <ul style="list-style-type: none"> • Admissions & Customer Service Coordinators; • Club Services Manager <p>Colour: Black and white check</p>	
 <p>CATERING</p> <p>CHEF</p> <p>CATERING STAFF</p> <ul style="list-style-type: none"> • Chef Manager; Cook • Food Service Assistant <p>Catering: Grey with black apron Chef: Check with white apron</p>	 <p>ADMINISTRATIVE STAFF</p> <ul style="list-style-type: none"> • Office Manager; • Funding & Documentation Coordinators; • Receptionist <p>Colour: Navy and white stripe</p>	 <p>LIFESTYLE STAFF</p> <ul style="list-style-type: none"> • Lifestyle Coordinator; • Lifestyle Assistants • Diversional Therapists <p>Colour: Red and white stripe</p>	 <p>NURSES</p> <ul style="list-style-type: none"> • Registered Nurses; • Enrolled Endorsed Nurses; • Enrolled Nurses <p>Colour: Blue and white stripe</p>
 <p>MAINTENANCE</p> <p>Colour: Navy</p>	 <p>CARE STAFF</p> <ul style="list-style-type: none"> • Assistants in Nursing; • Personal Care Attendants <p>Colour: Mint and white stripe</p>	 <p>HOUSEKEEPING / LAUNDRY</p> <ul style="list-style-type: none"> • Domestic Supervisor; • Housekeepers; • Laundry Assistants <p>Colour: Navy pin stripe</p>	 <p>RESIDENT COMPANION</p> <p>Colour: Emerald</p>
 <p>DEMENTIA LIAISON</p> <p>Colour: Purple</p>	 <p>FEMALE</p> <p>MALE</p> <p>DUTY MANAGER</p> <p>Colour: Navy</p>	 <p>FEMALE</p> <p>MALE</p> <p>CLINICAL COORDINATOR</p> <p>Colour: Light blue / Chambray</p>	

